

Attachment A
to
RFP No. 4292

Delta State University

Technology Management
Services

ITS Project No. 45826

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I. GENERAL

A. How to Respond

1. Beginning with Section G, Item 40 of this attachment, label and respond to each outline point as it is labeled in this Attachment.
2. The State is under the impression that Vendors have read and agree to all items in this RFP. Vendors should take exception to items in which they disagree.
3. The Vendor must respond with “WILL COMPLY” or “EXCEPTION” to each point in this Attachment A. In addition, many items require detailed and specific responses to provide the requested information. Failure to provide the information requested will result in the Vendor receiving a lower score for that item, or at the State’s sole discretion, being subject to disqualification.
4. “WILL COMPLY” is used to indicate that the Vendor can and will adhere to the requirement. This term is used to respond to statements that specify that a Vendor or Vendor’s proposed solution must comply with a specific item or must perform a certain task.
5. If the Vendor cannot respond with “WILL COMPLY”, then the Vendor must respond with “EXCEPTION”. (See Section V of the RFP, for additional instructions regarding Vendor exceptions.)
6. Where an outline point asks a question or requests information, the Vendor must respond with the specific answer or information requested.
7. In addition to the above, Vendor must provide explicit details as to the manner and degree to which the proposal meets or exceeds each specification.
8. Certain items in this Attachment A are **MANDATORY**. Vendors are specifically disallowed from taking exception to these mandatory requirements, and proposals that do not meet a mandatory requirement is subject to immediate disqualification.
9. Mandatory requirements are those requirements classified as “**MANDATORY**”. Meeting a mandatory requirement means the Vendor has provided a detailed response that demonstrates that the Vendor meets the qualifications and experience required and/or the requested functionality exists in the base solution.

B. General Overview and Background

10. Delta State University (DSU) invites proposals from product independent and Vendor neutral Vendors to provide professional management, technical, administrative systems, and instructional technology services. The University seeks Vendor solutions, financial proposals, and management services in the areas outlined in this Request for Proposals (RFP). The purpose and intent of this RFP is to identify and enter into a Professional Services Agreement for a 5-year term.
11. The successful Vendor will have extensive higher education expertise, extensive experience with the Banner Enterprise Resource Planning (ERP) environment, staff redundancy, and a proven track record delivering services as a single source provider. The University seeks to partner with a Vendor that possesses the capabilities and experience to serve a complex educational environment. The University is seeking efficient management of its technology resources. The University expects that this partnership will be based upon fair and open communications and mutual respect. The University wishes to develop a relationship that protects the interest of both parties and includes the flexibility to handle unforeseen situations that may arise in the future.

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12. For purposes of identification and clarity within this RFP, the terms “University”, “DSU”, and “Delta State University” may be used interchangeably throughout this RFP to denote the political entity requesting responses from Vendors throughout these specifications. The term “Contractor” denotes the role assumed, post-award, by the winning Vendor.
13. Vendor must be able to meet the University’s planned start date of October 1, 2021 for a fixed-price cost during the term of the five-year Agreement.
14. Each Vendor shall designate an individual to be the “Vendor’s representative” who will serve as the lead contact in all communications with the University and who has legal authority to negotiate on behalf of the Vendor. Provide the name, street address, telephone number, fax number, and e-mail address of this individual.
15. Vendor will be expected to provide a team of personnel and sufficient resources and core competencies to assist the University in managing and directing the day-to-day activities in information technology.
16. Vendor will be expected to provide at no cost, on an as-needed basis, complementary and concurrent support resources able to meet project demands and requirements in such areas as IT planning, programming, network configuration and administration, training, and instructional technologies .
17. The Vendor is expected to assign all currently filled positions to the University site on a permanent basis and not transfer or share these staff members with other entities. If a current staff member becomes separated from the employment with the Vendor, then the University can re-negotiate the assignment of the position with the Vendor.
18. “Full-time staff” shall mean and refer to individuals who are employed by the Vendor and do not work for, or derive a paycheck from, any other employer. A full-time staff person would be someone who is employed solely by the Vendor, receives a W-2 from the Vendor, and does not consult for, work part time for, or otherwise provide services to another individual.
19. “Assigned to the site on a permanent basis” means that a person lives in the community or surrounding area and works at the institution as full-time staff.
20. The price proposal should include pricing for the base contract and any alternate offerings related to provision of the required services. The price proposal is for people services only.
21. The award of the RFP is subject to the approval by the President of the University, the University’s Governing Board, and the ITS Board.

C. Brief Description of the University

22. DSU is located in Cleveland, Mississippi, in the heart of the Mississippi Delta. The campus consists of 331.54 acres of land within or adjoining the western corporate limits. Cleveland is considered a rural city with a population of 12,348 and is situated in Bolivar County, which has a population of 34,049. The nearest urban city is Memphis, Tennessee which is 110 miles north of Cleveland and the nearest international airport is also located in Memphis. Regional airport facilities are located in Greenville, Mississippi which is 40 miles southwest of Cleveland, and the nearest municipal airport is located within Cleveland’s city limits.
23. DSU operates on the semester system with the fall semester beginning in late August and ending before Christmas. The spring semester begins in January and ends in May. There are two five-week summer sessions. The total on-campus enrollment is over 3,500. The University has seven residence halls with a capacity of nearly 1,300.

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24. DSU offers undergraduate, graduate, and continuing education programs of study leading to baccalaureate and master's degrees in the Colleges of Arts and Sciences, Business, Education, and the School of Nursing, as well as a Doctorates in Education and Nursing.
25. DSU is a publicly supported institution of higher education and is accredited by the Commission on Colleges of the Southern Association of Colleges and Schools to award bachelors, masters, educational specialist, and doctoral degrees.

D. Detailed Specifications

26. The Office of Information Technology (OIT) is currently outsourced and reports to the Chief Information Officer, an employee of DSU. The Department is composed of four primary areas:
 - a. User Support Services
 - b. Enterprise Applications
 - c. Network and Infrastructure (including all Telecommunications and Network Cameras)
 - d. Instructional Technologies
27. There are approximately seven student employees to support the computer labs and the University switchboard operations and approximately three student workers assist the desktop technicians with PC and event and audio-visual support for the campus. This includes basic troubleshooting, repairs, diagnosing network connectivity issues, and providing set up and event technology support for all campus events, large and small. Student employees will continue to be available as resources and are paid for out of the university budget.
28. There are a limited number of individuals who are outside of the Department but support the use of information technology in various ways. These individuals will continue as University employees and are not included as part of this RFP. They include, but are not limited to, the following:
 - a. Library Technology Associate, Roberts-LaForge Library
 - b. Electronic Services Librarian, Roberts-LaForge Library
 - c. GST Lab Coordinator (part of a faculty member's job description)
 - d. Two Instructional Technology Course Designers

E. Current Campus Technology Overview

29. OIT provides and supports the technology, information, and resource needs of DSU and its off-site locations. In coordination with the University's Strategic Plan, the following goals are critical to a successful technology presence for the University. These goals identify the direction in which DSU desires to move its technology environment in the near future.
 - a. Improve University effectiveness and student/employee satisfaction through process improvement and training
 - b. Enhance teaching and learning through the creative use of technology resources and support for all students, faculty, and staff
 - c. Provide the knowledge, resources, and capabilities that empower the University to promote and energize an actively engaged culture

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- d. Support enrollment and retention efforts and promote engagement of students and faculty through innovative use of technology
- e. Ensure accurate and timely information to promote internal and external campus accountability
- f. Leverage community atmosphere to develop and expand partnerships that enhance the values that make DSU unique
- g. Integrate technology to create collaborative communication among those served
- h. Seek new and utilize current funding, according to prioritized needs, that enables the University to meet its vision

F. Description of Current Systems

- 30. The DSU OIT Department serves both the administrative and academic technology needs of the campus. OIT manages the University's computing resources, the campus network, the campus telephone system, and the general-purpose student labs. User Support Services provides frontline technical support to DSU faculty, staff, and students, while the systems staff supports the administrative and academic needs of the University. OIT is located in Bailey Hall and the administrative offices are located in Bailey 102. The University Data Center is located in Kethley Hall. The University's server architecture is primarily virtualized and runs on a Cisco UCS platform. Data is housed on campus in the Data Center.
- 31. There are various servers in place that perform functions that cross both areas to support the administrative and academic needs of the University. The following information describes the basic functionalities of those servers. This list is not all inclusive but should be considered a fair representation of the depth of services currently being provided by the OIT Department.
 - a. Approximately 60 windows servers that provide the following functionality:
 - i. Web Access
 - ii. Active Directory
 - iii. DNS
 - iv. Enterprise backup
 - v. File and print services
 - vi. Microsoft Exchange
 - vii. Microsoft SQL
 - viii. Other Microsoft functionality
 - b. Approximately 40 Linux servers that provide the following functionality:
 - i. Banner ERP
 - ii. Web access
 - iii. Other specialized applications
- 32. The campus network is a star topology. DSU utilizes multi-mode and single-mode fiber for building connectivity. For connectivity to commodity internet, the University utilizes redundant circuits from CSpire. Within each building 10/100 and 10/100/1000 Ethernet

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switches are used to service the workstations. Category 5 twisted pair cabling exists in all buildings on campus. Some new buildings have Category 6 twisted pair cabling. Cisco and Meraki switches are used as the primary resource for campus connectivity.

33. At the present time, the DSU computing environment contains approximately 2,650 desktop/laptop computers (2,250 Windows and 400 Apple), 250 networked printers, and a number of other devices that have been purchased with individual department funds, approximately 150 network switches, as well as the associated fiber and copper connectivity between and within buildings on the campus.
34. The University ERP System runs (production, development, web server, and self-service) in the University Data Center and is not cloud based. The University was the first entity within the State to implement Ellucian Banner and is well respected in the state for both its knowledge depth and implementation of this system. The system is widely deployed across all functional areas on the campus.
35. The OIT department is responsible for maintaining DSU's connection to the state MissiON (Mississippi Optical Network) backbone. The main connection comes into two diverse locations on the campus and is then redistributed utilizing the campus wired and wireless network. Careful planning is required to maintain optimum network bandwidth while focusing on expense of the connection. OIT performs all upgrades and system administration for this connection.
36. OIT provides e-mail services to the campus staff, faculty, and students via Microsoft O365 utilizing Active Directory for authentication.
37. In addition to Microsoft Exchange as the campus e-mail system, Ellucian Banner as the Administrative and Student Systems software, and the other applications mentioned, software packages supported by the OIT department include the Microsoft Office Suite, Argos, Evisions, SPSS, Inter Library Loan software, and many other departmental specific software packages.
38. Academic resources require numerous software packages to be installed in a variety of campus locations. The OIT department is responsible for ensuring that all software packages, which have been identified for use by the campus, are compatible with the University computing systems and work correctly within the labs in which they are installed. The type of support that OIT provides for each of these applications varies.
39. All software and maintenance licenses and contracts are managed centrally by OIT. The department negotiates and maintains all site license information and provides that information to the campus as needed. OIT maintains a substantial inventory of equipment that is distributed across the campus. The department must maintain accurate records and reporting capabilities and work in cooperation with the University Property Officer.

G. Vendor Qualifications

40. Vendor must provide company name, principal owner, address, telephone number, fax number, and name of person to contact.
41. Vendor must provide a brief history including years in existence and geographic office locations.
42. Vendor must explain the structure of Vendor ownership (example-corporation, limited partnership, minority business enterprise, etc.).
43. Vendor must indicate the Vendor's total number of in-house, full-time employees, their professional disciplines, and the number of employees in each discipline.

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44. Vendor must submit a detailed resume of all key personnel, i.e. Director, Report Writer, Security, and Network Administrator.
45. Vendor must indicate Vendor's ability to provide a long-term commitment to the project (e.g. current and projected workloads). Vendor key personnel should arrange to reside locally near Cleveland, MS.
46. Vendor will be expected to maintain an up-to-date work plan of all project tasks, activities, and resources including estimated start and completion dates, actual start and completion dates, and completion percentage for all in-process tasks.
47. Vendor must provide status reports to the University on a weekly and monthly basis. The status reports will include tasks completed, tasks delayed, reasons for delay, and tasks in progress. These reports will be delivered to the University's Chief Information Officer by close of business day, within five business days of the period covered. The reports must follow the format approved by the University.
48. Vendor guarantees to provide temporary or permanent replacement staffing services to DSU in the event of any disaster or catastrophe. Replacement staffing services will be provided at the Vendor's prevailing rates, whether the disaster is natural or man-made. This provision will apply for as long as DSU retains the Vendor's services under the original contract.
49. Vendor must describe its experience in, and ability to provide, the following:
 - a. Minimum of 5 years network management
 - b. Minimum of 5 years of Banner (including a Banner-specific help desk)
 - c. Minimum of 5 years Banner training and development
 - d. Minimum of 5 years help desk services (academic and administrative)
 - e. Minimum of 5 years distance learning support services
 - f. Minimum of 5 years developing technology master plans
 - g. Minimum of 5 years disaster recovery systems
 - h. Minimum of 5 years database administration
 - i. Minimum of 5 years telephony systems
 - j. Minimum of 5 years web services (including design, development, enhancement and maintenance of Internet and Intranet sites)
 - k. Minimum of 5 years portal solutions (implementation and maintenance)
 - l. Minimum of 5 years academic technology support and faculty development
 - m. Minimum of 5 years information technology security and monitoring
 - n. Minimum of 5 years academic strategic services
 - o. Minimum of 5 years institutional strategic services
 - p. Minimum of 5 years grants services
 - q. Minimum of 5 years academic lab support
 - r. Minimum of 5 years teleconferencing technologies
 - s. Minimum of 5 years evolving technologies

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- t. Minimum of 5 years CCTV video surveillance systems
- 50. Vendor must describe the methods and techniques Vendor utilizes to ensure performance excellence and quality improvement.
- 51. Vendor must indicate the number of engagements in which Vendor has complete responsibility for the entire IT function of the institution (management, administrative systems, instructional technologies, distance learning, network, and operations support).
 - a. Current engagements – minimum of 10 preferred
 - b. Higher education institutions – minimum of 5 preferred
- 52. Vendor must list all engagements for each of the following categories and for how long these accounts have been active:
 - a. Community Colleges
 - b. Four-Year Public Institutions
 - c. Four-Year Private Institutions
- 53. Vendor must indicate the number of Institutions Vendor currently provides full-time personnel in the following positions:
 - a. Chief Information Officer
 - b. Regional Management
 - c. Banner Functional Experts (in Finance area) – minimum of 10 preferred
 - d. Banner Functional Experts (in Human Resources area) – minimum of 10 preferred
 - e. Banner Functional Experts (in Student Services area) – minimum of 10 preferred
 - f. Banner Functional Experts (in Financial Aid area) – minimum of 10 preferred
 - g. Database Administrators – minimum of 10 preferred
 - h. Instructional Technology Services
 - i. Faculty Training Services
 - j. Network Specialists
 - k. Telephony Management
 - l. Web Services
 - m. Project Management
- 54. Vendor must have experience in supporting Academic Technologies, including e-Learning, Instructional Technology, and Distance Learning. Vendor must provide narrative detailing experience. Detailed experience must include all areas of knowledge of Learning Management Platforms.
- 55. Vendor must describe Vendor's direct corporate experience in Banner Administrative Systems Enhancement and Management. Vendor must provide narrative detailing experience with a minimum of one engagement.
- 56. Vendor must indicate the number of active institutional engagements in support of Banner and list the number of current active engagements and number of full-time staff dedicated

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- to the product category. Vendor must provide narrative detailing experience with a minimum of two engagements.
57. Vendor must describe how Vendor provides staffing support for operations outside of normal business hours and describe Vendor's problem escalation procedures.
 58. Vendor must describe the tools and techniques Vendor uses to monitor client network operations. Vendor must provide 24/7 remote monitoring of systems (including network). The University will provide access to monitoring of systems through University provided software.
 59. Vendor must describe how Vendor provides Help Desk support both during and outside normal business hours. Vendor must provide well qualified individuals with excellent verbal and written communication skills for all Help Desk services.
 60. Vendor must indicate the number of institutions where Vendor currently provides the following central Help Desk services. Vendor must provide narrative detailing their experience.
 - a. 24/7/365 services via telephone – minimum of 10 preferred
 - b. 24/7/365 services via online ticket submission – minimum of 10 preferred
 61. Vendor must describe tools and techniques Vendor uses to provide Web related services and indicate the number of institutions where Vendor currently provides web related technical services and the number of institutions where Vendor provides web leadership and consulting support. Vendor must provide narrative detailing their experience with a minimum of two engagements.
 62. Vendor must describe Vendor's direct corporate experience in Grant Development and provide details including client name and award amounts of grants on which your Vendor has directly and successfully worked over the past five years. Vendor must provide a minimum of one engagement.
 63. Vendor must provide a copy of audited financial statements for the past three years. This may be included on the USB submitted with Vendor's proposal.
 64. Vendor must describe methods and tools used to meet the demands of both synchronous and asynchronous learning environments.
 65. Vendor must describe Vendor's Strategic and Tactical planning methodologies. To what extent has Vendor developed strategic Technology Master Plans that encompassed informational, administrative and instructional technology, and the essential infrastructure to support such institutional needs?
 66. Vendor must provide Telephony related services. Vendor must describe specific tools and techniques.
 67. Vendor must provide lab support services (both hardware and software support). Vendor must describe specific tools and techniques.
 68. Vendor must provide staff training and development programs. Vendor must describe specific tools and techniques.
 69. Vendor must describe the tools and techniques used to maintain/enhance network services.
 70. Vendor must describe their service level metrics and outcomes management techniques and provide specific examples if possible.

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II. FUNCTIONAL/TECHNICAL REQUIREMENTS

A. Security

Vendor must describe in detail how it plans to meet each of the following requirements.

71. 24/7/365 security monitoring of critical institutional servers
72. 24/7/365 forensic analysis team that provides IT security auditing and assessment
73. 24/7/365 qualified security team to assist the University in with IT security activities

B. Help Desk

Vendor must describe in detail how it plans to meet each of the following requirements.

74. Centralized 24/7/365 days IT support for all faculty, staff, and students via off-site remote Help Desk which includes:
 - a. Telephone support
 - b. Online Chat
 - c. Self Service Website
 - d. Email Support
75. On campus and centralized staff share the same ticket management system
76. Average of 5,000 contacts made each year by DSU users to the Help Desk
77. Respond to user requests for help without delay and according to SLA's
78. Provide customers and IT staff with system status and alerts
79. ITIL (Information Technology Infrastructure Library) based service model

C. User Services

Vendor must describe in detail how it plans to meet each of the following requirements.

80. Provide all on-site desktop support
81. Computer desktops and laptops are supported by the current user services group at the Institution. The group supports approximately 2,250 Windows PC's and approximately 400 Apple/Macintosh computers.
82. Provide technical support for the University's testing, tutoring, and writing centers
83. Computer Lab Management
 - a. Staff and supervise up to ten student employees
 - b. Manage service and support for ten open computer labs and approximately 20 departmental labs
 - c. Provide assistance in planning, purchasing, and installation of academic computing labs and appropriate infrastructure and supporting devices, for both public and departmental specific labs
 - d. Prepare and install all software that has been identified by the campus for inclusion in academic and departmental lab equipment

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- e. Support the academic computer labs, working closely with academic departments to properly configure, install, and maintain the labs (i.e. identify appropriate equipment, software, etc.)
- f. Monitor daily functioning of all lab computers; provide troubleshooting and repair
- g. Serve as “after hours” contact for lab problems and emergencies
- 84. Software titles purchased and supported on lab classroom and faculty computers:
 - a. Ensure that licensing is maintained for compliance
 - b. Manage and track all software titles, contracts, and compliance
- 85. Classroom Support
 - a. Advise on technology, project management of installation, training for faculty and staff, and ongoing support and maintenance
 - b. Provide all computer support, imaging and interaction with DSU instructors regarding customized setup and that software requested by faculty is supported by service provider
 - c. Facilitate the purchase of equipment and materials (research, coordination with vendors, preparation of requisitions, follow-up, check-in purchases, coordinate with the Purchasing Department for DSU numbers, etc.)
 - d. Install and service equipment as required (mount, wire, modify, and engineer components)
- 86. Audio Visual Install and Setup
 - a. Audiovisual loan/reservations
 - b. Deliver, setup, and provide support for events, including recording and sound support
 - c. Train on use of equipment
 - d. Provide equipment, setup, and support to University approved community events
- 87. University Computer Replacement Cycle
 - a. Depending on DSU funding, provide new equipment to all full-time faculty and staff, as well as student labs, every five years
- 88. Determine appropriate equipment, coordinate purchases, install appropriate software on machines as determined by use and location on campus, and install equipment
 - a. Work with campus requests to redistribute, where possible, equipment that can be re-used elsewhere on campus
- 89. Mobile Support
 - a. Provide technical support to all learning departments and offices using mobile computing and presentation technology including laptops, notebook PCs, tablets, and related technologies
 - b. Identify and demonstrate appropriate mobile technologies when possible

D. Instructional Technology Services

Vendor must describe in detail how it plans to meet each of the following requirements.

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90. Faculty Training
 - a. Develop programs and materials to provide faculty training on new and current technologies; provide online training calendar
 - b. Provide training to campus on Quality Matters
 - c. Publish training notifications and registration invitations
 - d. Conduct trainings (in groups and/or individually as needed)
 - e. Evaluate activities and trainings
91. Canvas System Administration
 - a. Provide overall support and training for the University Learning Management System (LMS) system
 - b. Create new course shells, provide backups, and develop templates
 - c. Use integrated Banner connectivity to automatically populate course information prior to beginning of each term
 - d. Update course availability listings
 - e. Assist faculty with course updates (functions, content, etc.)
 - f. Provide statistics on LMS
 - g. Provide user support for faculty and students (resetting passwords, browser settings, log-in, etc.)
 - h. Assist with and provide technical support for Respondus products
92. Web support for faculty
 - a. Provide technical assistance in the creation and maintenance of web documents
 - b. Train faculty in use of web development products and tools
 - c. Troubleshoot problems with pages, forms, links, etc.
 - d. Develop and share templates and best practice examples
93. Multimedia Production
 - a. Assist faculty, staff, and students in using multimedia equipment and software
 - b. Conduct training (digital video and photography editing)
 - c. Transfer analog audio to digital format
 - d. Video editing (compile segments and final products)
 - e. Download, edit, and save digital images
 - f. Scan documents and save as various files
 - g. Duplicate media (CDs, DVDs, etc.)
 - h. Maintain inventory of supplies (media)
 - i. Duplicate print materials
 - j. Produce video (record, edit, and duplicate for graduation, special events, etc.)

E. Infrastructure Services

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Vendor must describe in detail how it plans to meet each of the following requirements.

94. Telecommunications

- a. Manage and maintain the hosted CSpire VoIP platform
- b. Perform all telecommunications adds, moves, and changes as requested
- c. Install, test, and maintain all indoor communications cabling
- d. Engineer and maintain all outdoor fiber and copper communication cabling
- e. Tone, locate, mark, and protect underground communication cables for all campus projects involving digging, boring, etc.
- f. Maintain cable records for all installations
- g. Participate in all new building planning, existing building renovations, and other construction projects
- h. Support campus switchboard

95. Network Management

- a. Support campus LAN, e-mail server, and other specialized systems
- b. Perform network maintenance, backups, and other related duties
- c. Diagnose and resolve network problems
- d. Ensure appropriate security methodologies (e.g., firewalls) exist at all points of public and remote access
- e. Implement necessary security measures, monitor network for unauthorized access, and provide immediate alerts upon detection of any security violations
- f. Provide network statistics for management reporting
- g. Perform proactive maintenance activities on all network hardware, in accordance with manufacturer's specifications
- h. Provide 24/7/365 monitoring of all critical systems, as identified by the University
- i. Provide 24/7/365 dashboard view of all servers being monitored
- j. Provide afterhours response to power issues, equipment failures, and other situations that result in partial or complete failure of networking of components or systems
- k. Monitor and improve spam filtering capabilities as needed

96. System Administration

- a. Active Directory Scripting, automation, and interfacing tools
- b. Password reset tools
- c. Validation tools
- d. Automated account disabling/deleting
- e. Administer user passwords and network access rights
- f. Maintain current versions of server operating system software, including service pack releases and hot fixes

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- g. Maintain system update server and patch management server
- 97. Server Support
 - a. Provide hardware and software support for all campus servers on a variety of platforms, including, but not limited to Redhat Linux, Ubuntu Linux, Windows Server, etc.
 - b. Design appropriate technology infrastructure to support campus needs
 - c. Provide direction for future services and operating systems based on current best practices and technology availability
 - d. Monitor and manage performance and use (disks, queues, memory, etc.)
- 98. Backups
 - a. Ensure that a backup schedule for each system or application is in place
 - b. Ensure backups are written to the appropriate backup media
 - c. Follow applicable disaster recovery plan for retention of data
 - d. Test disaster recovery semi-annually
 - e. Maintain formal logs for all backup services and procedures
- 99. Installation, Upgrade, Replacement, and Maintenance of Hardware and Software
 - a. Install, upgrade, replace (move, add, change) both hardware and software supplied/owned by the University (includes all peripheral equipment such as printers, scanners and other similar devices)
 - b. Coordinate equipment repairs
 - c. Provide automated method of distributing software updates and new releases
 - d. Coordinate maintenance and release upgrades of software
 - e. Establish, deploy, and manage a virus management program for all University LANs, servers, and network-attached desktops
 - f. Configure and maintain a virus management system to automatically perform system and component isolation, and initiate virus repair and removal on all devices
 - g. Establish and implement a virus awareness program
- 100. Campus Network Camera System
 - a. Install, upgrade, and replace hardware and software related to the campus network camera system
 - b. Install cabling associated with campus network cameras
 - c. Plan and recommend placement of new cameras for additional coverage

F. Enterprise Applications Services

Vendor must describe in detail how it plans to meet each of the following requirements.

- 101. Database Services
 - a. Manage the University database servers and associated software
 - b. Install, support, and maintain all University databases, up to and including the campus Banner ERP system

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- c. Provide all patch maintenance, point release updates, and major systems upgrades
- d. Design, develop, and deploy new database services and upgrades to existing database
- e. Provide afterhours support in response to power issues, equipment failures, and other situations that may require afterhours support
- f. Manage the day to day operations of the database, appropriate backup technologies, and resource and development processes
- g. Provide design services for all modifications, alterations, and changes to the University database
- h. Provide appropriate tools and services to transfer data to and from various entities

102. Software Development

- a. Perform application management, software development, and software upgrades as required
- b. Deliver Ellucian Banner system technical services and systems support
- c. Coordinate submission of Ellucian Banner cases to the Ellucian website and report production problems where appropriate
- d. Assist in developing new functionality, new reports, and queries as requested utilizing the approved reporting tools, Argos and Power BI
- e. Perform analytical and programming services for administrative systems
- f. Support and/or develop other systems as required by the campus
- g. Provide enhanced training for end users, including development of on-line interactive training software and documentation
- h. Provide formal project planning processes to track and ensure timely implementation of all projects

103. Web Technical Support

- a. Provide technical support for the current WordPress webservers
- b. Upgrade and manage the current WordPress servers as requested

G. General Technology Management and Administration

Vendor must describe in detail how it plans to meet each of the following requirements.

- 104. **MANDATORY:** DSU wishes to transition from an entirely outsourced IT department and bring some of the positions inhouse over the course of five years. DSU will work with Vendor on a transition plan. Transition will begin no less than 12 months after execution of the resulting Professional Services Agreement. DSU will provide a six-month notice prior to staged transition.
- 105. **MANDATORY:** Vendor will provide a not-to-exceed cost for eighty (80) hours of on-site or virtual knowledge transfer to assist DSU during the transition from an outsourced IT department to an inhouse IT department.
 - a. The State will only pay for knowledge transfer hours used, which will not exceed eighty (80) hours.

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- b. Vendor must include in their proposal response details of the approach and plan that will be undertaken to provide the knowledge transfer services to the State.

106. Staff

- a. Provide appropriate staffing to provide the required services
 - i. Provide the detail of the staffing requirement for each area listed by the Functional Area as described above. If a pool of individuals is used for a specific area, please identify the minimum number of pool resources available as well as any delays in the time from the request for a pool resource and the resource assignment. Also designate whether or not the resource is on-site or remote.
 - 1. Security
 - 2. Help Desk
 - 3. User Services
 - 4. Instructional Technology Services
 - 5. Infrastructure Services
 - 6. Enterprise Applications
- b. Manage day-to-day operations of all technology staff and their performance
- c. Provide training and professional development opportunities to onsite staff
- d. Provide tools to enhance both technical and professional development of staff

107. Technology Training and Support Seminars

- a. Provide training workshops, driven by campus needs and requests, for all campus areas. Training and seminars include currently implemented technology, new and future technological innovations and services, and informational briefings on those topics that impact technology and education
- b. Coordinate and secure various vendor meetings and demonstrations on campus regarding new technology and services available
- c. Custom workshops and training sessions are designed and held to meet specific needs and more generalized workshops are held each semester. Topics may include:
 - i. Security
 - ii. Virus protection
 - iii. Microsoft application training
 - iv. Web development training
 - v. Banner system training, including purchasing, budgetary information, advising, entering grades, student tracking
 - vi. SPSS (Statistical Package for the Social Sciences)
 - vii. Argos
 - viii. Adobe Acrobat
 - ix. Microsoft Outlook

108. Communication

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- a. Provide security and virus information as needed via website and other means as necessary
- b. Coordinate with all academic and administrative office regarding upcoming technology changes, implementation, and installations
- c. Provide updates to the University IT Communication Policy and review, at minimum, annually
- d. Update cases in the online ticketing system to follow acceptable standards; currently cases are updated daily
 - i. Define the SLA's of each group as it pertains to case management and case priority
 - 1. Security
 - 2. Help Desk
 - 3. User Services
 - 4. Instructional Technology Services
 - 5. Infrastructure Services
 - 6. Enterprise Applications

109. Planning

- a. Assist University administration and Information Technology Governance Committee to enhance and maintain the technology strategic plan
- b. Perform formal project planning for all project requests
- c. Create and maintain tactical and operational plans
- d. Assist academic units with planning subject specific upgrades or new projects

110. Information/Reporting

- a. Provide reports as requested to support asset tracking, analysis, and strategic planning
- b. Provide reporting tools, including support with Argos and Power BI, to provide timely reports for the campus, the Institutions of Higher Learning (IHL), and other agencies
- c. Provide assistance and support in the creation, submission, and maintenance of IHL Board reports
- d. Provide assistance in the creation and maintenance of IHL Board edits
- e. Provide assistance to departments in the creation and maintenance of structured query languages (SQL) and other programming reports
- f. Provide reports in Banner
- g. Provide assistance in the extraction of data and examination of processes for Process Reengineering audits, etc.

111. Systems Analysis & Design

- a. Provide analysis and development information for all offices on campus in the development of IT resources

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- b. Identify and assist in the identification of resources, vendors, and applications that may be used to support technology functions on campus, including third-party reporting software, contact management software, and others
- 112. Change Management Procedure
 - a. Follow formal change management procedures for all technology requests, reports, and projects
 - b. Follow approved change control procedures to ensure that modifications to systems are authorized, documented, and communicated
- 113. Business Continuity, Planning, Disaster Recovery Process
 - a. Work with the University to update, document and maintain an IT business continuity and disaster recovery management program ensuring that IT resources are protected
 - b. Follow appropriate University approved disaster recovery plan
- 114. Systems Development
 - a. Design new systems and reports based on needs reported by the campus
 - b. Identify best practices in the development of new systems in order to meet identified needs
 - c. Develop programs, systems, and reports to fulfill those needs
 - d. Assist in needs analysis where appropriate
- 115. Software Licensing and Compliance
 - a. Maintain compliance with the use of all licensed software
 - b. Assist the University to establish/enforce software license related policies
 - c. Provide campus site licenses for those software packages and operating systems as identified by the campus
 - d. Maintain all appropriate records, handle procurement, and maintain all site licenses
- 116. Information and System Security and Risk Management
 - a. Assist the University in enhancing/upgrading information security policies and procedures
 - b. Follow applicable security standards and best practices to minimize security risks
 - c. Monitor servers with automated software to identify vulnerabilities and follow procedures for patching systems
 - d. Provide security experts to assist with potential security breaches and identify institutional risks
 - e. Provide ongoing security monitoring of systems, including physical reviews and recommendations
- 117. Technology Asset Management
 - a. Document network environment, including diagrams showing LAN and server physical (e.g., hardware, cabling) and logical (e.g., segment numbers, addressing schemes) configurations and all interconnectivity

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DSU Technology Management Services - Technical Requirements

- b. Maintain an up-to-date asset inventory of all physical information technology assets, including all components of the desktop environment, software configuration on each desktop, LANs, and other server systems hardware and software
- 118. Management of IT Practices, Standards and Policies
 - a. Assist the University in upgrading and expanding IT standards
 - b. Implement and monitor standards
- 119. Prediction of Future Needs
 - a. Coordinate resource usage with deployment of new applications or growth in user base to ensure performance in accordance with minimum acceptable service levels, as defined by the University

H. Other Requirements

- 120. ITS acknowledges that the specifications within this RFP are not exhaustive. Rather, they reflect the known requirements that must be met by the proposed solution. Vendors must specify, here, what additional components may be needed and are proposed in order to complete each configuration.
- 121. If any component(s) necessary for operation of the requested solution is omitted from Vendor's proposal, Vendor must be willing to provide the component(s) at no additional cost.

III. IMPLEMENTATION REQUIREMENTS – STATEMENT OF WORK

A. Project Management Plan

- 122. Project Management Plan (PMP): DSU desires to implement the proposed solution as rapidly as possible after contract execution. So that DSU can assess Vendor's ability to successfully implement the proposed solution. Vendor must submit a preliminary PMP.
- 123. Vendor's PMP must provide a description of the activities necessary to implement the proposed solution. The PMP should include a combination of tasks, activities, and milestone descriptions that will be used to complete the implementation of the proposed solution.
- 124. Vendor's PMP must include the best estimated schedule showing the tasks, subtasks, and associated Vendor and DSU resources that are required to satisfy the scope of work.
- 125. Vendor's PMP must include a change management procedure to include a risk mitigation plan and communication plan to ensure that all requirements of both the University and the Vendor are met.
- 126. The Vendor must address how they propose to handle potential and actual problems and resulting actions that impact the schedule. The Vendor must describe in their proposal the project management methodology that will be used to guide the implementation of the proposed solution.
 - a. This must include details on the monitoring methodology, standards, and processes proposed to meet the requirements of this RFP.
 - b. The Vendor must describe how they will tailor their methodology to evaluate, assess, recommend, and track the implementation, including, but not limited to, cost, schedule, scope, accuracy, completeness, timeliness, and consistency of deliverables throughout the project life cycle.

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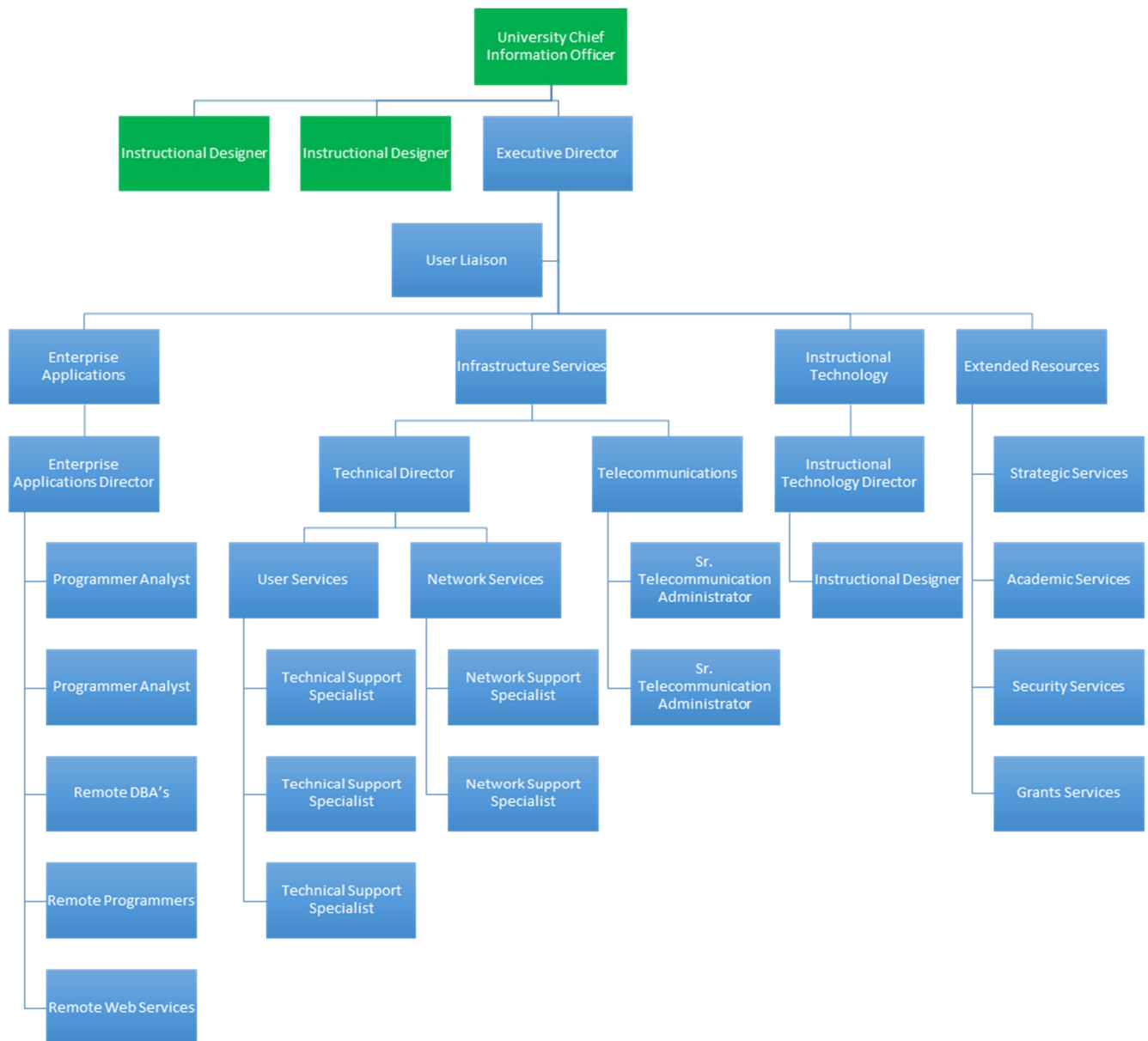
DSU Technology Management Services - Technical Requirements

127. Vendor's PMP must include a preliminary Integrated Master Schedule (IMS). The IMS must estimate the time necessary to complete all phases of implementation from the point of contract execution through completion of go-live, final system acceptance, and user training.
128. Upon Award, the Vendor and DSU will jointly modify the proposed PMP as appropriate to meet implementation objectives.

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IV. CURRENT ORGANIZATIONAL CHART



*Items in green are university employees